

CITY OF WEST LINN

JOB DESCRIPTION

Job Title: OFFICE SPECIALIST

General Functions:

Provides varied secretarial and clerical work requiring considerable knowledge of City, departmental and divisional policies and procedures. Within guidelines, exercises independent judgment in receiving, processing, recording and distributing information and reports.

Duties and Responsibilities:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Contributes to a positive work environment.
2. Maintains a positive relationship with fellow employees and with persons outside the City organization.
3. Provides information to the public and City departments by telephone, in person and in writing, explaining City policies, procedures and timelines to ensure compliance and an understanding of City rules, regulations, or functions, listens to questions and either explains policy or procedure according to departmental guidelines or refers to another appropriate source, receives payments where applicable.
4. Maintains records, files and books to provide accurate information on transactions, accounts and other actions. May operate Department's accounting system for purposes of tracking reviews and expenditures.
5. Copies, compares and compiles data to produce reports for supervisor or other employees by checking data, making necessary contacts and producing data in final form.
6. Formats and types using typewriter and personal computer, varied material, memorandums, reports, budgets and forms from handwritten copy or rough draft. May take dictation and/or transcribe dictation using dictation equipment. May take and transcribe minutes of various meetings. Operates standard office equipment including facsimile machine and multi-line telephone system.

7. Orders office supplies, prepares and codes purchase orders, payment requests and invoices for all assigned departmental purchasing.
8. Files letters, forms, memos and other information in manner which facilitates easy access to such information using prescribed filing system or establishing a new filing system, retrieves information on computer terminal to maintain records and provide quick retrieval or information and production of reports.
9. As an employee of the Parks Department, may develop or assist in the development of Department fliers, notices and brochures for distribution to committee members and the general public.
10. As an employee of the Parks Department, may instruct classes or supervise recreational activities.
11. May coordinate and schedule City-side fields and facility uses.
12. May register participants in City programs.
13. Maintains and assures accuracy of time reports and leave balances for assigned personnel.

SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

a) Education:

- i) Graduation from high school or equivalent GED Certification preferably supplemented by courses in office and secretarial practices. Two (2) years of progressively responsible office experience specializing in computerized record keeping and other secretarial work or any equivalent combination of training and/or experience that reflects adequate knowledge and ability. Must have experience meeting and dealing with the public.

b) Training:

- i) Specialized skills required include operation of office equipment such as calculator, PC (word processing, data base programs), copy machine, multi-

line telephone, and facsimile machine. Requires ability to accurately compile data and statistics and transfer to forms and reports, maintain accurate records and to work independently.

ii) Must have ability to operate a communication base system.

iii) Must possess a valid driver's license at time of appointment.

2) Supervision:

Received: Work is performed highly independently with supervisor or Recreation Coordinator reviewing work for accuracy, conformance with standard practices and results obtained.

Exercised: May supervise seasonal or temporary employees or volunteers.

3) Communication:

Relationships outside the City organization maintained are on a daily basis with vendors to screen contacts with City personnel and/or make purchases, civic groups regarding use of facilities, placement of correction workers, with newspapers regarding articles of interest relating to assigned departments.

Contacts with other City departments include daily contact with City in the pick-up and delivery of correspondence to City facilities, with accounting regarding accounts payable and receivable, monthly reports, etc., and with dispatch center.

Contact with City residents is daily ranging from 25-80 calls and walk-ins concerning facility use and program registration.

4) Cognitive Functions:

There are few written policies and guidelines to govern work except for state and local purchasing requirements and standard secretarial and clerical practices.

May develop in-office procedures and systems for assigned divisions. May establish, maintain and design record systems and in-office forms and reports.

Errors could result in work not being performed due to proper personnel not being notified and failure to maintain proper records.

Precedent is being developed through experience.

Many tasks are routine while constant development of new and improved methods and approaches are encouraged. Flexibility and ingenuity are needed to handle the variety of duties.

Decisions most often made in the course of work arise on a regular basis when dealing with the limited personnel available to handle problems. This requires immediate decisions to determine how to assist citizens with problems.

5) Working Conditions:

Has normal business hours. May be required to attend night meetings or recreational programs.

6) Resource Accountability:

Issues purchase orders and may have influence over where items may be purchased for assigned departments. May be responsible for cash box of \$50.00 and up to \$1,000 during peak recreation season. Responsible for the safe operation and maintenance of office equipment such as personal computer, copier, etc., and city vehicle.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.